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**UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA**

ALFRED BERNARD`,

Plaintiff,

vs.

NORMS RESTAURANTS, LLC d/b/a
NORMS SLAUSON #115; and DOES 1
through 10 inclusive,
Defendants.

Case No.:

COMPLAINT FOR INJUNCTIVE
RELIEF AND DAMAGES FOR DENIAL
OF CIVIL RIGHTS OF A DISABLED
PERSON IN VIOLATIONS OF
AMERICAN'S WITH DISABILITIES;
CALIFORNIA'S UNRUH CIVIL
RIGHTS ACT; CALIFORNIA'S
DISABLED PERSONS ACT;
CALIFORNIA HEALTH & SAFETY
CODE; NEGLIGENCE

Plaintiff ALFRED BERNARD ("Plaintiff") complains of Defendants NORMS
RESTAURANTS, LLC d/b/a NORMS SLAUSON #115; and DOES 1 through 10
inclusive ("Defendants") and alleges as follows:

PARTIES

1
2 1. Plaintiff is a California resident with a physical disability. Plaintiff is
3 substantially limited in his ability to walk. Plaintiff requires the use of a wheelchair at all
4 times when traveling in public.

5 2. Defendants are, or were at the time of the incident, the real property owners,
6 business operators, lessors and/or lessees of the real property for NORMS
7 RESTAURANT ("Business") located at or about 2500 E. Slauson Ave., Huntington Park,
8 California.

9 3. The true names and capacities, whether individual, corporate, associate or
10 otherwise of Defendant DOES 1 through 10, and each of them, are unknown to Plaintiff,
11 who therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of
12 Court to amend this Complaint when the true names and capacities have been
13 ascertained. Plaintiff is informed and believes and, based thereon, alleges that each such
14 fictitiously named Defendants are responsible in some manner, and therefore, liable to
15 Plaintiff for the acts herein alleged.

16 4. Plaintiff is informed and believes, and thereon alleges that, at all relevant
17 times, each of the Defendants was the agent, employee, or alter-ego of each of the other
18 Defendants, and/or was acting in concert with each of the other Defendants, and in doing
19 the things alleged herein was acting with the knowledge and consent of the other
20 Defendants and within the course and scope of such agency or employment relationship.

21 5. Whenever and wherever reference is made in this Complaint to any act or
22 failure to act by a defendant or Defendants, such allegations and references shall also be
23 deemed to mean the acts and failures to act of each Defendant acting individually, jointly
24 and severally.

JURISDICTION AND VENUE

25
26 6. The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and
27 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et*
28 *seq.*)

1 7. Pursuant to pendant jurisdiction, attendant and related causes of action,
2 arising from the same nucleus of operating facts, are also brought under California law,
3 including, but not limited to, violations of California Civil Code §§51, 51.5, 52(a), 52.1,
4 54, 54., 54.3 and 55.

5 8. Plaintiff's claims are authorized by 28 USC §§ 2201 and 2202.

6 9. Venue is proper in this court pursuant to 28 USC §1391(b). The real
7 property which is the subject of this action is located in this district, in Huntington Park,
8 Los Angeles County, California, and that all actions complained of herein take place in
9 this district.

10 **FACTUAL ALLEGATIONS**

11 10. On or about December 5, 2016, Plaintiff went to the Business. On or about
12 January 10, 2017, Plaintiff went to the Business again.

13 11. The Business is a fast food restaurant business establishment, open to the
14 public, a place of public accommodation and affects commerce through its operation.

15 12. While attempting to enter the Business during each visit, Plaintiff personally
16 encountered a number of barriers that interfered with his ability to use and enjoy the
17 goods, services, privileges, and accommodations offered at the Business.

18 13. To the extent of Plaintiff's personal knowledge, the barriers at the Business
19 included, but were not limited to, the following:

- 20 a. Defendants failed to maintain the parking space designated for
21 persons with disabilities to comply with the federal and state
22 standards. Defendants failed to post required signage such as
23 "Unauthorized Parking."
24 b. Defendant failed to maintain the parking space designated for persons
25 with disabilities to comply with the federal and state standards.
26 Defendants failed to provide the access aisles with level surface
27 slopes.
28

- 1 c. Defendants failed to comply with the federal standard for the
2 restroom. The restroom was not accessible and violated various
3 American with Disability Act Accessibility Guideline (“ADAAG”)
4 requirements, including but not limited to:
5 (i) lack of turning space for wheelchair;
6 (ii) height of toilet paper dispenser;
7 (iii) placement of water closet;
8 (iv) size of side space of the door.

9 14. These barriers and conditions denied Plaintiff the full and equal access to the
10 Business and caused him difficulty and frustration. Plaintiff wishes to return and
11 patronize the Business, however, Plaintiff is deterred from visiting the Business because
12 his knowledge of these violations prevents him from returning until the barriers are
13 removed. Plaintiff lives about 8 miles from the Business. It is conveniently located and
14 Plaintiff would like to return.

15 15. Based on the violations, Plaintiff alleges, on information and belief, that
16 there are additional barriers to accessibility at the Business after further site inspection.
17 Plaintiff seeks to have all barriers related to his disability remedied. *See Doran v. 7-*
18 *Eleven, Inc.* 524 F.3d 1034 (9th Cir. 2008).

19 16. In addition, Plaintiff alleges, on information and belief, that Defendants
20 knew that particular barriers render the Business inaccessible, violate state and federal
21 law, and interfere with access for the physically disabled.

22 17. At all relevant times, Defendants had and still have control and dominion
23 over the conditions at this location and had and still have the financial resources to
24 remove these barriers without much difficulty or expenses to make the Business
25 accessible to the physically disabled in compliance with ADDAG and Title 24
26 regulations. Defendants have not removed such barriers and have not modified the
27 Business to conform to accessibility regulations.
28

FIRST CAUSE OF ACTION

VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990

18. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

19. Under the Americans with Disabilities Act of 1990 (“ADA”), no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any place of public accommodation by any person who owns, leases, or leases to, or operates a place of public accommodation. *See* 42 U.S.C. § 12182(a).

20. Discrimination, *inter alia*, includes:

- a. A failure to make reasonable modification in policies, practices, or procedures, when such modifications are necessary to afford such goods, services, facilities, privileges, advantages, or accommodations to individuals with disabilities, unless the entity can demonstrate that making such modifications would fundamentally alter the nature of such goods, services, facilities, privileges, advantages, or accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).
- b. A failure to take such steps as may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services, unless the entity can demonstrate that taking such steps would fundamentally alter the nature of the good, service, facility, privilege, advantage, or accommodation being offered or would result in an undue burden. 42 U.S.C. § 12182(b)(2)(A)(iii).
- c. A failure to remove architectural barriers, and communication barriers that are structural in nature, in existing facilities, and transportation barriers in existing vehicles and rail passenger cars used by an

establishment for transporting individuals (not including barriers that can only be removed through the retrofitting of vehicles or rail passenger cars by the installation of a hydraulic or other lift), where such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).

- d. A failure to make alterations in such a manner that, to the maximum extent feasible, the altered portions of the facility are readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs or to ensure that, to the maximum extent feasible, the path of travel to the altered area and the bathrooms, telephones, and drinking fountains serving the altered area, are readily accessible to and usable by individuals with disabilities where such alterations to the path or travel or the bathrooms, telephones, and drinking fountains serving the altered area are not disproportionate to the overall alterations in terms of cost and scope. 42 U.S.C. § 12183(a)(2).

21. Where parking spaces are provided, accessible parking spaces shall be provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every eight accessible spaces, but not less than one, shall be served by an access aisle 96 in (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall be van parking space. 2010 ADA Standards § 208.2.4.

22. Under the ADA, the method and color of marking are to be addressed by State or local laws or regulations. *See* 36 C.F.R., Part 1191. Under the California Building Code (“CBC”), the parking space identification signs shall include the International Symbol of Accessibility. Parking identification signs shall be reflectorized with a minimum area of 70 square inches. Additional language or an additional sign below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A parking space identification sign shall be permanently posted immediately adjacent and

1 visible from each parking space, shall be located with its centerline a maximum of 12
2 inches from the centerline of the parking space and may be posted on a wall at the
3 interior end of the parking space. *See* CBC § 11B-502.6, *et seq.*

4 23. Moreover, an additional sign shall be posted either in a conspicuous place at
5 each entrance to an off-street parking facility or immediately adjacent to on-site
6 accessible parking and visible from each parking space. The additional sign shall not be
7 less than 17 inches wide by 22 inches high. The additional sign shall clearly state in
8 letters with a minimum height of 1 inch the following: “Unauthorized vehicles parked in
9 designated accessible spaces not displaying distinguishing placards or special license
10 plates issued for persons with disabilities will be towed always at the owner’s expense...”
11 *See* CBC § 11B-502.8, *et seq.*

12 24. Here, Defendant failed to provide the additional sign with the specific
13 languages stating “Unauthorized vehicles parked in designated accessible spaces not
14 displaying distinguishing placards or special license plates issued for persons with
15 disabilities will be towed always at the owner’s expense...”

16 25. Under the 1991 Standards, parking spaces and access aisles must be level
17 with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.2.
18 Parking spaces and access aisles shall be level with surface slopes not exceeding 1:50
19 (2%) in all directions. 1991 Standards § 4.6.3. Under the 2010 Standards, access aisles
20 shall be at the same level as the parking spaces they serve. Changes in level are not
21 permitted. 2010 Standards § 502.4. “Access aisles are required to be nearly level in all
22 directions to provide a surface for wheelchair transfer to and from vehicles.” 2010
23 Standards § 502.4 Advisory. *Id.* No more than a 1:48 slope is permitted. 2010 Standards
24 § 502.4.

25 26. Here, Defendants failed to provide the access aisles that were level with the
26 parking spaces.

27 27. The turning space shall be a space of 60 inches (1525 mm) diameter
28 minimum. The space shall be permitted to include knee and toe clearance complying with

1 306. 2010 ADA Standards § 304.3.1 A clear floor space 30 in by 48 in (760 mm by
2 1220 mm) complying with 4.2.4 shall be provided in front of a lavatory to allow forward
3 approach. Such clear floor space shall adjoin or overlap an accessible route and shall
4 extend a maximum of 19 in (485 mm) underneath the lavatory. 1991 ADA Standards §
5 4.19.3.

6 28. Here, Defendants failed to comply with the federal standard by failing to
7 provide adequate the turning space of minimum 60 inches in the restroom.

8 29. Toilet paper dispensers shall comply with 309.4 and shall be 7 inches (180
9 mm) minimum and 9 inches (230 mm) maximum in front of the water closet measured to
10 the centerline of the dispenser. The outlet of the dispenser shall be 15 inches (380 mm)
11 minimum and 48 inches (1220 mm) maximum above the finish floor and shall not be
12 located behind grab bars. Dispensers shall not be of a type that controls delivery or that
13 does not allow continuous paper flow. 2010 ADA Standards § 604.7.

14 30. Here, Defendants failed to install compliant toilet paper dispensers as they
15 were installed too far from the toilet.

16 31. The water closet shall be positioned with a wall or partition to the rear and to
17 one side. The centerline of the water closet shall be 16 inches (405 mm) minimum to 18
18 inches (455 mm) maximum from the side wall or partition, except that the water closet
19 shall be 17 inches (430 mm) minimum and 19 inches (485 mm) maximum from the side
20 wall or partition in the ambulatory accessible toilet compartment specified in 604.8.2.
21 Water closets shall be arranged for a left-hand or right-hand approach. 2010 ADA
22 Standards § 604.2.

23 32. Here, Defendants failed to properly install the water closet pursuant to the
24 Standards. The centerline of the water closet exceeds 19 inches from the side wall.

25 33. Doorways shall have a minimum clear opening of 32 in (815 mm) with the
26 door open 90 degrees, measured between the face of the door and the *opposite* stop. The
27 side space of the door must be at least 18 inches. 1991 ADA Standards § 4.13.5.
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1 34. Here, Defendants failed to install the door with the side space of minimum
2 18 inches.

3 35. A public accommodation shall maintain in operable working condition those
4 features of facilities and equipment that are required to be readily accessible to and usable
5 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).

6 36. By failing to maintain the facility to be readily accessible and usable by
7 Plaintiff, Defendants are in violation of Plaintiff's rights under the ADA and its related
8 regulations.

9 37. The Business has denied and continues to deny full and equal access to
10 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be
11 discriminated against due to the lack of accessible facilities, and therefore, seeks
12 injunctive relief to alter facilities to make such facilities readily accessible to and usable
13 by individuals with disabilities.

14 **SECOND CAUSE OF ACTION**

15 **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

16 38. Plaintiff incorporates by reference each of the allegations in all prior
17 paragraphs in this complaint.

18 39. California Civil Code § 51 states, "All persons within the jurisdiction of this
19 state are free and equal, and no matter what their sex, race, color, religion, ancestry,
20 national origin, disability, medical condition, genetic information, marital status, sexual
21 orientation, citizenship, primary language, or immigration status are entitled to the full
22 and equal accommodations, advantages, facilities, privileges, or services in all business
23 establishments of every kind whatsoever."

24 40. California Civil Code § 52 states, "Whoever denies, aids or incites a denial,
25 or make any discrimination or distinction contrary to Section 51, 51.5, or 51.6, is liable
26 for each and every offense for the actual damages, and any amount that may be
27 determined by a jury, or a court sitting without a jury, up to a maximum of three times the
28 amount of actual damage but in no case less than four thousand dollars (\$4,000) and any

1 attorney's fees that may be determined by the court in addition thereto, suffered by any
2 person denied the rights provided in Section 51, 51.5, or 51.6.

3 41. California Civil Code § 51(f) specifies, "a violation of the right of any
4 individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336)
5 shall also constitute a violation of this section."

6 42. The actions and omissions of Defendants alleged herein constitute a denial
7 of full and equal accommodation, advantages, facilities, privileges, or services by
8 physically disabled persons within the meaning of California Civil Code §§ 51 and 52.
9 Defendants have discriminated against Plaintiff in violation of California Civil Code §§
10 51 and 52.

11 43. The violations of the Unruh Civil Rights Act caused Plaintiff to experience
12 difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory
13 damages as specified in California Civil Code §55.56(a)-(c).

14 **THIRD CAUSE OF ACTION**

15 **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

16 44. Plaintiff incorporates by reference each of the allegations in all prior
17 paragraphs in this complaint.

18 45. California Civil Code § 54.1(a) states, "Individuals with disabilities shall be
19 entitled to full and equal access, as other members of the general public, to
20 accommodations, advantages, facilities, medical facilities, including hospitals, clinics,
21 and physicians' offices, and privileges of all common carriers, airplanes, motor vehicles,
22 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes
23 of transportation (whether private, public, franchised, licensed, contracted, or otherwise
24 provided), telephone facilities, adoption agencies, private schools, hotels, loading places,
25 places of public accommodations, amusement, or resort, and other places in which the
26 general public is invited, subject only to the conditions and limitations established by
27 law, or state or federal regulation, and applicable alike to all persons.

1 46. California Civil Code § 54.3(a) states, “Any person or persons, firm or
2 corporation who denies or interferes with admittance to or enjoyment of public facilities
3 as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an
4 individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for
5 the actual damages, and any amount as may be determined by a jury, or a court sitting
6 without a jury, up to a maximum of three times the amount of actual damages but in no
7 case less than one thousand dollars (\$1,000) and any attorney’s fees that may be
8 determined by the court in addition thereto, suffered by any person denied the rights
9 provided in Section 54, 54.1, and 54.2.

10 47. California Civil Code § 54(d) specifies, “a violation of the right of an
11 individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also
12 constitute a violation of this section, and nothing in this section shall be construed to limit
13 the access of any person in violation of that act.

14 48. The actions and omissions of Defendants alleged herein constitute a denial
15 of full and equal accommodation, advantages, and facilities by physically disabled
16 persons within the meaning of California Civil Code § 54. Defendants have
17 discriminated against Plaintiff in violation of California Civil Code § 54.

18 49. The violations of the California Disabled Persons Act caused Plaintiff to
19 experience difficulty, discomfort, and embarrassment. The Defendants are also liable for
20 statutory damages as specified in California Civil Code §55.56(a)-(c).

21 **FOURTH CAUSE OF ACTION**

22 **CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

23 50. Plaintiff incorporates by reference each of the allegations in all prior
24 paragraphs in this complaint.

25 51. Plaintiff and other similar physically disabled persons who require the use of
26 a wheelchair are unable to use public facilities on a “full and equal” basis unless each
27 such facility is in compliance with the provisions of California Health & Safety Code §
28

1 19955 et seq. Plaintiff is a member of the public whose rights are protected by the
2 provisions of California Health & Safety Code § 19955 et seq.

3 52. The purpose of California Health & Safety Code § 1995 et seq. is to insure
4 that public accommodations or facilities constructed in this state with private funds
5 adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of
6 Title 1 of the Government Code. The code relating to such public accommodations also
7 require that “when sanitary facilities are made available for the public, clients, or
8 employees in these stations, centers, or buildings, they shall be made available for
9 persons with disabilities.

10 53. Title II of the ADA holds as a “general rule” that no individual shall be
11 discriminated against on the basis of disability in the full and equal enjoyment of goods
12 (or use), services, facilities, privileges, and accommodations offered by any person who
13 owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a).
14 Further, each and every violation of the ADA also constitutes a separate and distinct
15 violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an
16 award of damages and injunctive relief pursuant to California law, including but not
17 limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

18 **FIFTH CAUSE OF ACTION**

19 **NEGLIGENCE**

20 54. Plaintiff incorporates by reference each of the allegations in all prior
21 paragraphs in this complaint.

22 55. Defendants have a general duty and a duty under the ADA, Unruh Civil
23 Rights Act and California Disabled Persons Act to provide safe and accessible facilities
24 to the Plaintiff.

25 56. Defendants breached their duty of care by violating the provisions of ADA,
26 Unruh Civil Rights Act and California Disabled Persons Act.

27 57. As a direct and proximate result of Defendants’ negligent conduct, Plaintiff
28 has suffered damages.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff respectfully prays for relief and judgment against Defendants as follows:

1. For preliminary and permanent injunction directing Defendants to comply with the Americans with Disability Act and the Unruh Civil Rights Act;
2. Award of all appropriate damages, including but not limited to statutory damages, general damages and treble damages in amounts, according to proof;
3. Award of all reasonable restitution for Defendants' unfair competition practices;
4. Reasonable attorney's fees, litigation expenses, and costs of suit in this action;
5. Prejudgment interest pursuant to California Civil Code § 3291; and
6. Such other and further relief as the Court deems just and proper.

DEMAND FOR TRIAL BY JURY

Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby demands a trial by jury on all issues so triable.

Dated: March 14, 2017

ADVANCED DISABILITY ADVOCATES

By: /s/ Sung T. Kim
Sung T. Kim, Esq.
Attorneys for Plaintiff